SCOPE OF THE WORK AND SPECIFICATION

The agency should provide 44 numbers of housekeeping personnel and one Number of Housekeeping supervisor for Mechanized housekeeping services to Corporate Office, BESCOM K.R. Circle, Bangalore for a period of 24 months & to discharge the duties as per the instructions of the General Manager (Civil), Corporate Office, BESCOM K.R. Circle, Bangalore.

Providing Mechanized housekeeping services of the entire property in BESCOM office premises at K.R. Circle, Bangalore comprising of, Block - 'I' Building (Ground floor + 2 floors), Block - 'II' Building (Ground floor + 5 floors), Belaku bhavana (Basement+GF+5 upper floors)& Vehicle parking area, & open area ,approach roads and garden area. Bidders are advised to inspect the office premises and obtain all relevant information regarding all matters such as nature of works to be carried out, during office working hours, floor areas, toilets location etc., working conditions, obstructions and hindrances that may arise etc before submission of bid. The work includes Rodent Management Services (RMS), Mosquito Management Services (MMS), Fogging weekly once entire premises. Ignorance of nature of works to be carried out working conditions etc. will not be entertained at a later date. The number of housekeepers to be deployed regularly on full time basis shall be 40 Nos of housekeepers and one No of Supervisor,

Area wise Minimum Frequency of Cleaning required

Sl no	Area/ Locations	Types	Activity Work	Schedule /Frequency
1	**Office Rooms including reception area**	General Cleaning	Cleaning of Work stations tables, Verticals/ Walls, Glass doors / Windows, ceiling and cleaning including Monitors, key boards, telephones	As & When Required
		Flooring Cleaning	Dry Mopping	Thrice a Shift
			Wet/Damp mopping	Twice a Day
		Deep Cleaning	Thorough Scrubbing and Vacuuming the floors	Once a Week
2	**Rest Rooms**	General Cleaning	Cleaning of floors, Verticals/walls , Cobwebs removal, UB/WC/WB Cleaning, Glass Mirrors cleaning, Refilling of hand liquid soap	Thrice per shift
		Deep Cleaning	Thorough Scrubbing and Vacuuming the floors	Once a week
3.	**Stairs Case Area**	General Cleaning	Wet/Damp Mopping	Twice per Shift
4.	**Window Area**	General Cleaning	Window Glass, Window Railings	Once a week
5.	**Parking Area and open space within the property including roof top and Vehicle Shelter top.**	General Cleaning	Manual Sweeping	Twice per shift
			Wet Cleaning	Twice a week

List of Consumables and durables to be used for the Housekeeping by the successful bidders/contractors

1) Floor Duster 20 Nos.
2) White dusters 20Nos
3) Yellow dusters 20 Nos
4) Room Fresheners 40 Nos
5) Air Fresheners 10 Nos
6) Urinal Cubes 90 nos
7) Naphthalene balls 2 Kg
8) Sponges 10 Nos
9) Multipurpose cleaner 40 Nos
10) Disinfectant liquid of reputed make 20 Nos
11) Floor cleaning liquid 40 Nos
12) Brooms (Hard and Soft with long and short handles) 40 Nos
13) Brasso or equivalent
14) Liquid toilet cleaner 30 Nos
15) Plastic Scrubber 20 Nos
16) Red Pad 40 Nos
17) White pad 20 Nos
18) Caddy Baskets 02 Nos
19) Floor cleaner 40 Nos
20) Nylon scrubber 20 Nos
21) Drain openers (large and small)
22) Scrubbing Brush Hard 04 Nos
23) Black Brush 02 Nos
24) Blue Dry Mop Com. (important) 02 Nos
25) Scotch Brite or equivalent 20 Nos
26) Scented toiler dipper
27) Rodent& Mosquito control materials 10 Nos
28) Sanitizer 5 Ltr.

Durables

1) Toilet Brush 10 Nos
2) Glass Wiper 03 Nos
3) Floor wiper /Rubber Squeeze 10 Nos
4) Dustpan 05 Nos
5) Vacuum pump 01 Nos
6) Dust Control mop 01 Nos
7) Spray bottles 15 Nos
8) Kentucky Mop or equivalent 30 Nos
9) Buckets (small and large) 10Nos
10) Jet pump for cleaning the toilet floor 01 Nos

Note: - The Successful bidder on awarding the contract should produce the material Safety data sheet of all chemicals used in the premises.

A regular inspection program by the supervisory staff to monitor chemical safety should include following criteria:

- **Correct labelling/signage**
- **Correct handling/application**
- **Wearing of PPE and replacement requirements**
- **Update of MSDS**

Cleaning Equipment, Tools Etc:

1) The successful Agency shall arrange at his cost all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The successful bidder/contractor shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing mechanized housekeeping and maintenance services at their own cost.
2) Brand new Machines from a reputed supplier or manufacturer such as Eureka Forbes/Taski /Karcher/Roots only should be brought by the agency and should always be in working condition. The list of bare minimum machinery & equipment to perform daily jobs at the site should be:

EQUIPMENTS DETAILS		
Sl. No	**Description**	**Qty**
I	**HK Equipments**	
1	Signage boards	05
2	Glass cleaning Kit	04
3	Double Bucket Wringer Trolley	10
4	Single Disc Scrubbing Machine	01
5	Wet & Dry Vacuum Cleaner Machine (Heavy duty)	01
6	Mechanical sweepers/auto Scrubber	01
7	Water Jet High Pressure Machine	01

Note: These Machines and Tools should on no account be taken away from the site without prior intimation to BESCOM.

Materials and Consumables

1) All material /consumables other related items to be used for performing housekeeping services shall be provided by the successful bidder / contractor. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at BESCOM in the store room assigned on Fortnightly basis. The stores are to be replenished at least 5 days in advance.

2) Consumable shall be issued every morning in presence of an official/agent authorized by client. The quantity of consumables will be determined based

on the need at the appropriate place and the need will be based on keeping the place neat, clean and tidy with all round good fragrance.

GENERAL INSTRUCTIONS

1. The Scope of Work provided in this document is a broad outline of the jobs to be performed, considering the vital nature of the Complex, including the Security aspects of the Complex.

2. Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis on all working days. If necessary pending cleaning work will be permitted on Saturdays.

3. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, keyboards, computers, telephones, curtains, wall mounted fans and any other office equipment etc. with dry / wet cloth, feather brush and duster.

4. Lifting, carrying and disposing the dead birds / animals, rats, insects etc. if found in and around the office building.

5. Removal of beehives and cobwebs / honey webs from the office building and its premises.

6. Cleaning and sweeping of open area including balconies and roof tops with brooms.

7. The successful bidder must employ adult and trained labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities in order to maintain quality services and minimize operational problems.

8. Proper registers / records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the successful bidder / contractor and will be countersigned by the Monitoring Agency at regular intervals and finally at the end of each month.

9. The successful bidder/contractor should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services at his cost. No additional cost towards this will be borne by BESCOM.

10. The bidder / contractor shall, however, survey the area and make assessment of the manpower requirement on his own (should deploy not less than the minimum requirement of workforce). In order to maintain quality services and minimize operational problems, the successful bidder/contractor must rotate the staff once in six months with prior written intimation to the BESCOM.

11. The successful bidder / contractor shall ensure that all the work force deployed wear uniform while on duty.

12. The successful bidder / contractor should keep the Client indemnified

against claims, actions, proceedings brought or instituted against the Client by any of the successful bidder / contractor's employees or any third party in connection, relating to, or arising out of the services under this agreement. All statutory payments such as ESI, PF, Gratuity shall be borne by the successful bidder within his quoted rates.

13. The housekeeping agency shall carryout cleaning and other connected operations of House keeping the entire jurisdictional area of West Circle Office, approximate floor area of the Building will be 1,00,000.00 Sq. Ft. The building includes staircase areas, conference halls, Officers rooms, parking area etc.

14. The routine housekeeping operations shall be completed before 10.00 A.M. every day, while other allied works shall be continued without affecting official work. This may be changed by the BESCOM, if need arises to do so.

15. The level of housekeeping services to be provided shall be of the highest standard and shall be in accordance with relevant standards and best housekeeping practices.

16. The daily schedule and frequency of operations should be such that it should not cause hindrance or inconvenience to the occupants at any time.

17. All areas of the buildings, surrounding area, terrace etc. of the premises shall be cleaned to a high standard and the type and frequency of cleaning adopted should give clean and hygienic environment at all times at all places. All areas are to be attended to with equal importance. Busy and constant movement areas such as corridors, staircases, toilets etc. need intensive and concentrated cleaning and maintenance.

18. Correct type of cleaning shall be adopted for each and different types of finishes used in the building. Cleaning shall be adopted every day. Housekeeping operations shall be done with utmost care to avoid damages, scratches, deterioration etc. to the surface materials, finishes etc.

19. The house keeping agency shall carry out the cleaning and other connected operations at daily / weekly / fortnightly /monthly frequencies as enumerated below by appropriate cleaning materials of approved quality and make.

20. <u>Duties:</u>

A. <u>Daily Operations</u>

a) Sweeping the entire floor area of the office once a day in the morning and again as and when required or called for including dusting the carpets by vacuum cleaner.
b) Wet mopping the entire floor area of the office once a day in the morning with disinfectants and deodorants and again as and when required.
c) Cleaning of attached toilets, wash basins in senior officers' chambers with disinfectants once a day in the morning and again as and when called for.
d) Cleaning of general toilets/washbasins with disinfectants every hour and again as and when called for.
e) Dusting and cleaning of doors, windows, furniture, fixtures, glass partitions, electrical fixtures and other equipment's like computer cubicles, table tops, chairs, overhead storage units, side racks, drawer boxes, filing racks, cupboards, cabinets, paper trays, flower vases, telephones etc. with wet cloth and vacuum cleaner.
f) Clearing and cleaning of dust bins/waste paper baskets once a day in the morning.
g) Washing and cleaning of drinking water glasses, cleaning of water purifiers, once a day in the morning.
h) Filling up of clean potable water in the water filters once a day or as and when required.
i) Spraying of room perfumes whenever required and as directed.
j) Cleaning of Carpets provided in conference halls, Board meeting room, and senior officers chambers once a day and again as and when called for.
k) Sweeping and wet mopping of staircases and cleaning of stair case handrails at least twice a day and again as and when required.
l) Cleaning and upkeep of all utility rooms such as electrical substation, pump room, lift room etc. in presence of the respective operators in the course of the day.
m) Sweeping of the entire parking areas twice a day and again as and when required.
n) Sweeping and wet mopping of all entrance steps twice a day and again as and when required.
o) Pumping of water from sump tank to overhead tank as and when required. The agency shall ensure continuous supply of water to all floors during office hours.

B. <u>Weekly Operations</u>

a) Thorough cleaning of furniture, partitions, doors / knobs and window glasses / grills.

b) Thorough wash of all toilets with chemicals, acids, detergents etc.
c) Cleaning of all light fittings, ceiling / pedestal fans, tube light fittings, air conditioners etc.
d) Removing of cobwebs.
e) Cleaning and Polishing of metal name plates / boards.
f) Thorough cleaning of walls, floors, electrical fittings and ceilings in the Board Room / Conference Hall.
g) Arresting leakages in pipe lines/taps etc. as and when required.
h) Thorough dusting in record rooms using vacuum cleaners or otherwise.
i) Washing the entrance corridor and perimeter of the building, including ramps, roads, and entire pavements, vehicle parking area.
j) Washing of all Corridors with soap and hard brush for removal of stains.
k) Disposal of collected debris from the BESCOM office premises.

C. Fortnightly Operations

a) Spraying of disinfectants in and around the building toilets, pantry, etc.
b) Removing of stains and spills on the table tops / floors with suitable solvents.
c) Removal of moss, fungus and lichen from the building wall.
d) Cleaning of rainwater drains, manholes etc.
e) Cleaning of all terraces, chejjas and clearing of rainwater outlets etc.
f) Rodent control operations**: -** Keeping poison for rodents (rats / bandy coots) and removing dead rodents neatly. Precaution shall be taken while identifying the locations for keeping the poisonous materials in the premises so that no human being shall come in contact with poisonous materials.
g) Prophylactic treatment to be done with approved chemicals and disinfectants for the control of mosquitoes, lizards, cockroaches, etc. at corridors, open areas, record rooms etc.
h) Clearing and Cleaning of chejja and other projected areas.

D. Monthly Operations

a) Sweeping and brushing of entire floors with water and necessary chemicals.
b) Removing accumulated stains at the edges of the walls.
c) Cleaning and dusting of wooden / steel furniture.
d) Cleaning and removing stains in stair cases / landings / ramps / steps.
e) Removing cobwebs etc., from internal and external part of the office /staircases / landings / record rooms etc.
f) Thorough cleaning of overhead tanks and underground sumps as directed by the officer designated.

E. Work to be carried out as and when required

a) Cleaning of choked drains, inspection chambers etc.
b) Greasing of movable/rotating parts of rolling shutters/collapsible gates/ entrance gates etc.
c) Housekeeping operations in Board room/Conference Hall beyond usual office hours, and also during holidays in case of functions/meetings etc.
d) Shifting/rearranging furniture/almirahs with in the office premises.
e) Loading and unloading of materials such as records/furniture/ computers/ stationeries/ to transport vehicles in respect of materials received/sent out from the building premises.

21.0 <u>Waste Management</u>

a) The daily garbage shall be collected and disposed in the BBMP dustbin at the end of working hours.
b) Scrap generated during renovation and repairs shall be stored till it amasses to a volume to remove by lorry / tempo.
c) Paper scrapped and shredded shall be disposed daily.
d) The common toilet waste, pantry waste shall be bagged and removed at the end of the day.
e) The debris collected in the garbage basin shall be cleared completely once in a day.

22.0 All cleaning material including access ladder, vacuum cleaner etc. required for carrying out the operations shall be arranged by the agency. The agency shall also arrange at its own cost soaps, phenyl, disinfectants, cleaning agents, chemicals, room freshener's etc. for the use during the operations. The minimum quantity of consumables to be used by the agency for housekeeping operations shall be as shown in the Annexure.

23.0 The House Keeping Agency shall deploy 2 housekeepers on regular full time basis to discharge the specified activities. The personnel so deployed shall be under the direct control and supervision of the agency. BESCOM will not have anything to do with the employees of the agency. The Agency shall not engage any person who is below 18 years of age.

24.0 The personnel deployed by the House keeping agency shall maintain a high standard of discipline.

25.0 The House keeping agency shall be responsible for assigning duties to personnel deployed, payment of wages, ESI, Provident Fund, Bonus, Group Link Insurance scheme etc., as per relevant laws of the land and other compensation payable under the workmen's compensation Act or any other benefits to the staff employed by the Agency. Bangalore Electricity Supply Company Limited shall not be responsible for non-payment of any of the amounts to the staff of the

House-keeping Agency on account of Statutory Acts applicable. In the event of failure to comply with these provisions, the same will be recovered from the Bills due to the House-keeping agency. The House keeping agency shall disburse the monthly wages to its personnel deployed in the presence of the officer designated by the BESCOM.

26.0 The House keeping agency shall comply with all the statutory requirements as may be applicable now and as amended from time to time which includes compliance with the Employees State Insurance Act 1948. Employees Provident Fund Act 1952 and Family Pension Fund 1971, Payment of Bonus Act, Payment of Gratuity Act, Payment of Minimum wage act and any other statutes/enactments as may be applicable from time to time. Any variation in the minimum wages including any revision in the dearness allowance payable from time to time as announced by the Government of Karnataka shall be absorbed in the quoted rates by the House Keeping agency at the time of submitting the bid. The agency shall maintain necessary Register/Records as required under the aforesaid statutes and produce the same as and when required to do so by BESCOM/ Statutory Authorities.

27.0 The Agency shall comply with all applicable laws, ordinances, rules and regulations in respect of this contract and the employment of the workers by the agency and the agency shall pay at its own cost all the changes in connection therewith.

28.0 The House keeping Agency shall renew the Contract Labour License from time to time and inform the officer designated accordingly. In the event of the Agency not securing the Contract Labour License within 15 days from the date of issue of work order or in the event of the agency not renewing the license, it shall be open to Bangalore Electricity Supply Company Limited, to terminate this agreement forthwith, without being required to give any advance notice of such termination.

29.0 The House Keeping Agency shall take necessary Insurance cover at its own cost for any accidents and towards any other amount that would become payable by House Keeping Agency under the workmen’s Compensation Act or any other statute that would be applicable at his own cost.

30.0 The House Keeping Agency shall ensure that its personnel are in uniform with badges while on work. The staff of the agency shall carry with them the identity cards given by the Agency for identification at Bangalore Electricity Supply Company Limited, Office premises. Attendance register of Labour deployed for the works shall be maintained by the House Keeping Agency separately. Also satisfactory

completion of works shall be entered daily in a register maintained for the said purpose. If any person engaged by the House Keeping Agency is found unsuitable or undesirable by Bangalore Electricity Supply Company Limited, he / she should be immediately replaced.

31.0 The House Keeping Agency shall deploy only Lady Housekeepers for the purpose of cleaning the Ladies toilets located in the office premises.

32.0 The staff of House Keeping Agency shall be liable for security search during the course of work and at the time of leaving the premises.

33.0 The House Keeping Agency shall indemnify Bangalore Electricity Supply Company Limited against any losses, damages or claims to the property of the BESCOM or third party arising out of negligence, carelessness, and misconduct of any of the personnel of the Agency deployed in the premises of Bangalore Electricity Supply Company Limited.

34.0 In the event of any money becoming due to Bangalore Electricity Supply Company Limited from the House Keeping Agency during the currency of this contract either due to shortfall of services or due to loss or damages caused as stated in Clause 22.0 above or for any other reason, Bangalore Electricity Supply Company Limited shall be entitled to recover such amounts from the Security deposit lodged with the BESCOM and / or payments due to the agency.

35.0 The House Keeping Agency shall provide safety appliances such as safety shoes, hand-gloves, safety belts etc., to its staff as and when required and ensure the usage and also well trained for using of the same by their staff

36.0 The House Keeper shall normally carry out the work during the time specified by Bangalore Electricity Supply Company Limited, on the working days of the BESCOM. When need arises the Agency should work on holidays/ after office hours.

37.0 The present working hours of the Company is 10.00 AM. To 5.30 PM. from Monday to Saturday. In the event of change of timings, the agency shall carry the work as per the rescheduled timings.

38.0 The Bangalore Electricity Supply Company Limited shall not be responsible for Providing food and / or transport to the staff of the House Keeping Agency.

39.0 BESCOM will not be responsible for loss to the property or to persons of the Agency in the event of fire, catastrophe or civil commotion etc., if so occurs.

40.0 Materials brought by the House Keeping Agency may be stored at the Bangalore Electricity Supply Company Limited Office, at specified location, under lock and key.

41.0 The House Keeping Agency, under no circumstances, whatsoever shall slow down / stop the designated operations as mentioned in the conditions aforesaid.

S/d

General Manager (Civil),

Corporate Office,

BESCOM